



**HLL Lifecare Limited**  
(A Government of India Enterprise)  
Corporate and Registered Office,  
HLL Bhavan, Poojappura,  
Thiruvananthapuram– 695 012  
Kerala, India.  
Phone: 0471 – 2354949, 2775000  
CIN:U25193KL1966GOI002621  
Website: [www.lifecarehll.com](http://www.lifecarehll.com)

**Invitation for Bids**

**DESIGN, DEVELOPMENT, HOSTING AND MAINTENANCE OF MOBILE  
APP FOR SALES & SERVICES OF VENDING BUSINESS & MHM  
PROGRAM**

|         |   |                              |
|---------|---|------------------------------|
| Date    | : | 20.10.2020                   |
| IFB No. | : | HLL/CMO/VBD/Mob-App/2020/001 |

**The schedule of the bid is given below.**

|  |                                   |
|--|-----------------------------------|
| <b>Last date and time for receipt of bids</b>      | <b>: 15.00 Hrs. on 04.11.2020</b> |
| <b>Date and time of opening of Technical Bids:</b> | <b>15.30 Hrs. on 04.11.2020</b>   |

## **LETTER FOR INVITATION**

Date of Issuance: 20.10.2020

Ref. No.: HLL/CMO/VBD/Mob-App/2020/001

To,

\_\_\_\_\_  
\_\_\_\_\_

Dear Sir,

HLL Lifecare Limited (HLL) a Govt. of India Enterprise under the Ministry of Health and Family Welfare invites proposals for Design, Development, Hosting and Maintenance of Mobile App for Sales & Services of Vending Business and MHM Program. More details are provided in the Schedule of Requirements.

You are requested to go through the bid document carefully and submit your proposals as per the instructions and guidelines given in the document.

Thanking You,

Yours Faithfully,

Deputy Vice President (Marketing),  
HLL Lifecare Limited,  
Corporate and Regd Office,  
HLL Bhavan,  
Poojappura  
Thiruvananthapuram-695012.

## **TABLE OF CONTENTS**

**Tender Ref. No.: HLL/CMO/VBD/Mob-App/2020/001**

| <b>Sl. No.</b> | <b>Title</b>                                  | <b>Page No.</b> |
|----------------|---|-----------------|
| 1              | Letter for Invitation                         | 2               |
| 2              | Table of contents                             | 3               |
| 3              | Bid Information                               | 4               |
| 4              | Check List                                    | 5               |
| 5              | Disclaimer                                    | 6               |
| 6              | Abbreviations and Definitions                 | 7               |
| 7              | Introduction                                  | 8               |
| 8              | Eligibility Conditions                        | 9               |
| 9              | Scope of work                                 | 10-22           |
| 10             | Bid Information and Instructions to Bidders   | 22-28           |
| 11             | Bid Evaluation                                | 29-32           |
| 12             | General Conditions of Contract                | 32-35           |
| 13             | Covering Letter (Annexure-1)                  | 36-37           |
| 14             | Covering Letter Price Bid (Annexure-2)        | 38              |
| 15             | Price Bid (Annexure-2A)                       | 39              |
| 16             | Self-Declaration-Non Blacklisting (Annexure3) | 40              |

## **BID INFORMATION**

| <b>Sl.No</b> | <b>Events</b>                            | <b>Remarks</b>  |
|--------------|--|---|
| 1            | Document Description                     | Design, Development, Hosting and Maintenance of Mobile App for Sales & Services of Vending Business and MHM Program |
| 2            | Tender Document No. & Date               | HLL/CMO/IT/Mob-App/2020/001<br>20.10.2020   |
| 3            | Place for opening of the Bid             | HLL Lifecare Limited,<br>HLL Bhavan,<br>Poojapura,<br>Thiruvananthapuram  |
| 4            | Date of Availability of Tender Document  | 20.10.2020  |
| 5            | Last Date & Time of Submission of Bid    | 15:00 Hrs on 04.11.2020   |
| 6            | Date & Time of Opening of Technical Bid  | 15:30 Hrs on 04.11.2020   |
| 7            | Date & Time of Opening of Price Bid      | Will be intimated later to the Technically qualified Bidder   |
| 8            | Cost of Tender Document (Non-Refundable) | <b>Nil</b>  |
| 9            | EMD                                      | <b>Rs. 20,000/-</b> (Rupees Twenty Thousand only)   |

### Check List

| <b>Sl.No</b> | <b>Activity</b>   | <b>Page No</b> | <b>Remarks</b> |
|--------------|---|----------------|----------------|
| 1            | Covering Letter   |                |                |
| 2            | PAN Card of the Bidder  |                |                |
| 3            | GST Registration Certificate  |                |                |
| 4            | Certificate of incorporation issued of Registrar of companies   |                |                |
| 5            | Income Tax Returns (2017-18,2018-19 & 2019-20)  |                |                |
| 6            | P/L & Balance Sheet(2017-18,2018-19 & 2019-20)  |                |                |
| 7            | Self-attested Work order issued and completion certificate or proof of go-live for the first year and the last year fulfilling the desired work |                |                |
| 8            | EMD   |                |                |
| 9            | Average Annual Turn Over of the company during the last three financial years   |                |                |
| 10           | Signed Copy of Tender Document  |                |                |
| 11           | Self- declaration –Nonblack listing( <b>Annexure 3</b> )  |                |                |

## **DISCLAIMER**

The information contained in this document is confidential in nature. The bidders shall not share this information with any other party not connected with responding to this Bid Document.

All information contained in this Bid Document provided / clarified are in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

The information contained in this Bid Document or subsequently provided to Bidder(s) whether verbally or in writing by or on behalf of HLL Lifecare Limited (HLL) shall be subject to the terms and conditions set out in this Bid Document and any other terms and conditions subject to which such information is provided.

Though adequate care has been taken in the preparation of this Bid Document, the interested bidders shall satisfy itself that the document is complete in all respects. The information is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required. Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the Bid Document is complete in all respects and bidders submitting their bids are satisfied that the Bid Document is complete in all respects.

If a bidder needs more information than what has been provided, the potential bidder is solely responsible to seek the information required from HLL. HLL reserves the right to provide such additional information at its sole discretion. In order to respond to the Bid, if required, and with the prior permission of HLL, each bidder may conduct his own study and analysis, as may be necessary.

HLL Lifecare limited (HLL), Trivandrum reserves the right to accept/reject any or all of the bids submitted in response to this Bid Document at any stage without assigning any reasons whatsoever. HLL also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the bids. HLL reserves the right to change/ modify/amend any or all of the provisions of this Document. Such changes would be posted on the website of HLL ([www.lifecarehll.com](http://www.lifecarehll.com)) and CPP portal only.

Neither HLL nor their employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract, to the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this Bid Document, any matter deemed to form part of this Bid Document, the award of the Assignment, the information and any other information supplied by or on behalf of HLL or their employees and Bidder arising in any way from the selection process for the Assignment.

## Abbreviations and Definitions

|                      |   |
|----------------------|---|
| Authorized Signatory | The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement.<br>Also called signing officer/authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding service provider |
| Bid                  | "Bid" means the response to this document presented in Two documents, Technical Bid and Financial Bid, which are supplied with necessary documents and forms as given in Annexures, complete in all respect adhering to the instructions and spirit of this document  |
| Bidder               | "Bidder" means any individual/proprietor/ partnership service provider/ agency/ company/ contractor/supplier responding to Request for Proposal and who makes a Bid.  |
| Contract             | "The Contract" means the agreement entered into between HLL and the selected bidder(s) in terms of clauses mentioned.   |
| EMD                  | Earnest Money Deposit   |
| Tendering Authority  | HLL in this Bid Document.   |
| Services             | "Services" means the services to be delivered by the successful bidder and as required to run the project successfully as per the Contract. A service is the intangible equivalent of an economic good  |
| SoW                  | Scope of Work   |
| Proposal             | " <b>Proposal</b> " means the Technical Proposal and the Financial Proposal of the bidder   |
| FRS                  | Functional Requirement Specification  |
| VM & SNI             | Vending Machine & Sanitary Napkin Incinerator   |

## 1. Introduction

1.1. **HLL Lifecare Limited (HLL) is a Mini Ratna Central Public Sector Enterprise (CPSE) under the administrative control of the Ministry of Health & Family Welfare, Government of India.** It has emerged as a multi-product organization, with several manufacturing units, and a vast array of innovative products and services. HLL had partnered with Central and State Governments in addressing various public health challenges in the area of Maternal and Child Health, population stabilization, HIV/AIDS control, affordable Medicines and implants etc. HLL has different business divisions to offer products and services to the Customers.

1.2. The Vending Business Division (VBD) of HLL promotes healthy Menstrual Hygiene practices by providing better quality Sanitary Napkins, with ease of access and safe and environment friendly disposal of used pads. VBD has installed machines throughout India and intends to develop App for tracking the machines, orders, complaints, feedback, etc. Vending Business Division invites proposal from eligible technology providers for the implementation of mobile reporting software for the sales & service team to automate the service force activities and order management mechanism to strengthen the MIS for the VBD and provide complete solution to customers which will help in better management and further growth of the business under bid system.



## 2. Eligibility Condition

| Sl.No | Conditions   | Documents to be Submitted  |
|-------|--|--|
| 1     | The Bidder should be a registered entity as per Company Act in India for a minimum period of 3 years as on 01st July 2020.   | i) Self-Attested copy of Certificate of Incorporation / Registration,<br>ii) Copy of PAN Card<br>iii) Copy of GST Registration Certificate   |
| 2     | The Bidder must have experience of developing mobile application for a minimum period of 2 years as on 01 <sup>st</sup> July 2020.   | Self-attested Work order issued and completion certificate or proof of go-live for the first year fulfilling the desired work to be submitted.   |
| 3     | The Bidder must have core competency in Mobile Application Development, Mobile Solutions, Application & Product Development/Enterprise Solutions   | Affidavits containing details of minimum 3 relevant LOA's/ Work Order/Agreements and completion certificate issued to the bidder or proof of go-live for each competency to be submitted along with the bid. |
| 4     | The Bidder should have minimum average annual turnover of INR 20 Lakhs in the last three financial years.  | Self-attested certificate from CFO or practicing Chartered Accountants to this effect to be submitted along with the bid.  |
| 5     | The Bidder should not be under declaration of ineligibility for corrupt or fraudulent practices with any Government department/ agencies / ministries or PSU"s and should not have been black listed at the time of submission of bid. | An undertaking to this effect, as per format at <b>Annexure – 3</b> to be submitted by the Firm on the firm's letter head, duly stamped and signed by the authorized representative of the Firm              |

### 3. Scope of Work

The purpose of developing this mobile application would be provide sales and services of VBD Products and consolidated view of the parameters in form of numbers, graphs, tables etc. VBD has installed products across India and intends to track orders, installations, complaints, feedback, machine status, stock etc. For the above requirement, the supplier is responsible for overall application architecture and development including concept, design, testing, installation & training. The application is proposed to be a mobile based app developed for **Android and iOS platform**. It is envisioned that the proposed solution would be highly effective due to the inherent cut down in reporting time and better quality of reports. The application should be designed in such a way that the user can download only MHM portion of the Application if required.

The following tabs will be on main screen

- I. Machine Installation
- II. Complaint Register/Status
- III. Spare Claim
- IV. Dealer Stock
- V. Order Punch
- VI. Training Videos (VM & SNI )
- VII. Feedback form
- VIII. MHM Program
- IX. Plan, Indent ,Dispatch & CFA Stock (HLL)
- X. Downloads (Repository)

#### 3.1. Hosting Server & Database

Creation of digital database of parameters and MIS generation & Graphical representation as per the requirement of projects. The database platform and application server should be hosted on Web/Cloud server for a highly secure and fully managed service. Database should be designed to permit secure logins to update the mobile application database as and when required. There should be an option of populating mobile application database from another database or through secure login interface for manual entry. Database and web server should be Load balanced to handle more users in parallel. C panel should be provided with a space of 10 GB (scalable) . It shall be ensured that the audit trail report is available in C panel for hassle free operations.

#### 3.2. Mobile Platform Requirements

| SI.NO | Platform | OS Version   |
|-------|----------|--------------|
| 1     | iOS      | All versions |
| 2     | Android  | All versions |

### 3.3. Functional Requirement Specification

The list of FRS and Class diagrams are given below:

|                           | <b>Requirement Description</b>   |
|---------------------------|--|
| <b>Mobile Framework</b>   | App should be able to adopt itself to increased usage or able to handle more data  |
|                           | App must declare in the Play Console. Free download from google play store, Apple play store and HLL official website.   |
|                           | Apps should not allow content that use another app or entity's brand, title, logo, or name in a manner that may result in misleading users.  |
|                           | Developed mobile application for HLL should be user friendly   |
|                           | English will be the default language .Options for selecting multiple language should be available. MHM questionnaire should be in English/local language   |
|                           | Data representation through graphs and bar charts etc. All buttons and objects must be reactive to touch and work as intended.   |
|                           | The mobile application shall be made accessible to End user/Registered user over Internet and to HLL users and various other entities related to HLL/ Admin through internet.  |
|                           | The system shall display the session time out time information to the logged in/registered users.  |
|                           | The system shall display the date and time of last login to the user.  |
| <b>Login Users</b>        | Admin (HLL-MIS)  |
|                           | HLL Manager  |
|                           | Dealer   |
|                           | Service Team   |
|                           | Customer (Govt Department)   |
|                           | End User(Machine installed Location)   |
|                           | MHM Users  |
| <b>Mobile Application</b> | The app should function in integration with the web portal. Any changes made by a user, group etc. in their account via web portal should be reflected in the app, on real-time basis and vice-versa. The web portal should have capability to download data from the App. |
|                           | The mobile app should have working Off-line capability in case service team is not able to access internet service in rural area(Auto Sync applicable )  |
|                           | Comprehensive search functionality supporting the full-text and partial text search by content for entire mobile application. The search function should include searching by name/customer code/Machine/Serial number/Location etc.                                       |

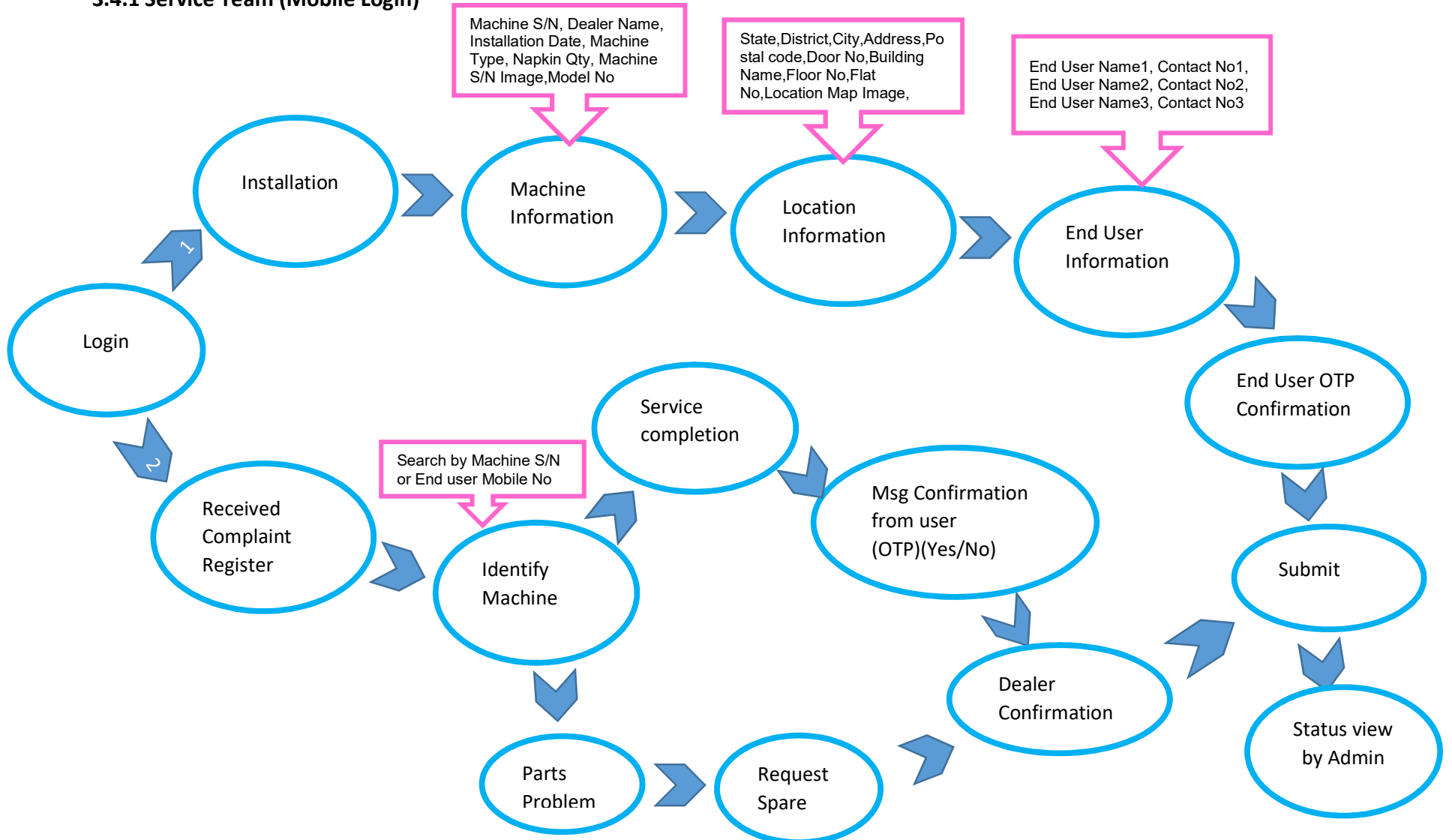
|  |   |
|--|---|
|  | Vendor will setup and deploy CMS application and Database to server in India with interface via secure login for database update & vendor may also be required to provide facility to import data from predefined parameters in excel format in prescribed format into the database. The selected vendor will be required to provide quarterly report for hosting uptime. |
|  | The mobile application should be compliant to the security guidelines of Govt. of India   |
|  | The solution shall be configured to enforce access based on users, groups, roles, etc.  |
|  | The mobile application should provide role based content pages as well as content pages for Un-authenticated (guest) user.  |
|  | Existing website UI shall also be considered for designing the new mobile application and their specific requirements in terms of i) Module Menus ii)Sub-Menu iii)Screens iv)Fields v)Reports vi)Search any other entity which shall enhance the usage and functionality shall be considered  |
|  |   |
| <b>Application View for Service Team</b> | The system shall allow login for register service person.   |
|  | The system should capture Machine information, Location Information(manual and using Maps), End User Information and installation details from Service person (Required Mandatory Fields mentioned in <b>excel Master DB</b> )  |
|  | The system should capture Machine S/N image in the format of jpeg/QR Code and current capture location image where machine installed.   |
|  | The system should verify End user contact details provided through SMS (OTP) based solutions after new machine installed or serviced. The end user should confirm through OTP completion of Service.  |
|  | The system should enable auto notify complaints registered from end user in the particular region   |
|  | The service completion/Spare request notification should be sent to the dealer & admin after the inspection of Vending machine  |
|  | The system should have search functionality using which service Person can search for below mentioned details i)Can search with machine S/N or end user mobile number to view complete details related with machines installed.   |
|  |   |
| <b>Application View for Dealer</b>       | The system shall allow login for register dealer.   |
|  | The system should capture stock details/Machine Details from dealer to Admin.   |
|  | The system Should view complaint register/Status of complaint   |
|  | Dealer should be allowed to view reports in their respective region of the machines installed by them.  |
|  | The dealer should be able to release work order for VBD product/spares. The material receipt acknowledgement should be provided to the admin after dealer receives materials  |
|  | The dealer should be able to send Sales and Installation report as per the format prescribed by HLL   |

| <b>Application view for Customer or End user</b> | The system should allow login through register mobile No/machine Sl.No/Institution username/Customer Code/QR code.  |
|--|---|
|  | The system should allow to punch order/Compliant from Customer or end user through OTP Verification. The customer/end user should confirm through OTP completion of Service. A option should be provided to the customer to provide rating for Order execution and complaint resolution.  |
|  | Complaint/Order status view option should be provided to users.   |
|  | The customer/ end user should be able to see HLL range of products and issue work order as per their requirement.   |
|  | The customer/end user should be able to view the status of delivery.  |
|  | The customer should be able to see the Sales and Installation Reports pertaining to their work order.   |
|  |   |
| <b>Application view for Admin</b>                | The system shall allow the Admin user to manage the master data   |
|  | Request from Dealer or Service team for adding, updating, deleting master data shall happen through work flow process only after admin approval.  |
|  | The Administrator should be able to see all the Spare claim Requests/Complaint Requests on his dash board and should be able to approve the selected requests after logging in the system.  |
|  | The New User/Profile should become active after the Authorization by the Administrator and the previous Profile is maintained in a History table  |
|  | The system shall allow admin to access all the user logs.   |
|  | The system shall allow admin to enroll/add any new dealer, Customer or end user to the programmers. The admin shall decide the list of products to be available to a particular dealer.   |
|  | The system shall allow admin to de-list any dealer or customer from the App.  |
|  | The system shall allow the admin to upload any contents. The admin shall be able to upload the demonstration and service video of all VBD products. Admin shall decide the list of videos to be permitted to be viewed by service/dealer team. All others will be able to see all videos. The customer/end users shall be permitted to watch only demonstration videos and not service videos |
|  | System should have dedicated dashboard for admin users displaying below set of details: i) Reports ii)Managing Master data iii)Approve/Request (iv) Complaints & etc. The Admin should have the option to raise the complaints through web portal and App.The history of complaint registrations and resolutions should be made available.  |
|  | The system should be able to view all work orders, update the status of delivery and add products, view status of complaints.   |
|  |   |
| <b>Application View for MHM MIS</b>              | The system shall allow login for register MHM   |
|  | The system shall capture school details, Nodal Teacher details ,Co-coordinator details ,Programmers details and etc.  |

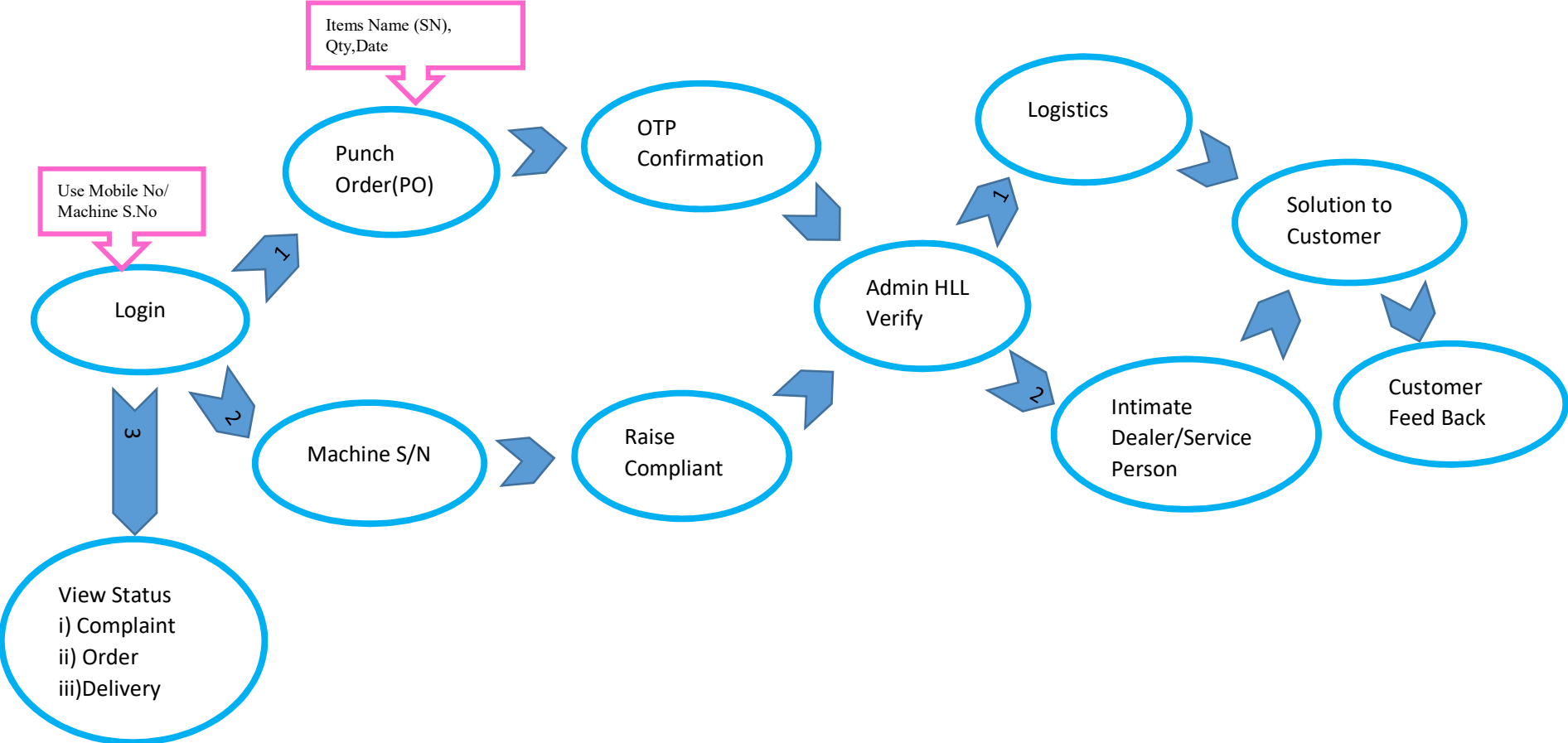
|                                   |   |
|-----------------------------------|---|
|                                   | Repository for storing literature related to MHM  |
|                                   | Platform for interaction with teachers and counsellors. Options for user to provide program feedback/suggestions with small video/photo clipping.   |
|                                   | Pre & Post MHM questionnaire form filling option for the coordinator should be enabled (Form Format Enclosed) and to upload event activity photos (Min 6 Nos).                                  |
|                                   |   |
| <b>Non-Functional Requirement</b> | The system should be able to push and pull data from other systems using various means such as flat files, XML ,Excel files etc.  |
|                                   | The system shall allow user to format output to support HTML, XML, text, excel and any other format required for data exchange/integration with various entities (SAP) involved in the process. |
|                                   | Application shall have the capability to complete all requests (e.g. store, retrieve, update, etc.) without any data loss.  |
|                                   | The system shall have the capability to organize and store all data for aggregation and analysis.   |
|                                   | The system shall provide reports and MIS to authorized user for end-to-end performance monitoring and control.  |
|                                   | Application shall be accessible to users 24 hours per day, 7 days per week on a continuous basis.   |
|                                   | Invalid input data shall be rejected and security incident shall be initiated.  |
| <b>HLL Manager</b>                | All Functions of Admin allowed with approval for adding/deleting dealer/customer and viewing all activities of Admin/End user/customer/MHM  |

### 3.4. Class Diagram

#### 3.4.1 Service Team (Mobile Login)

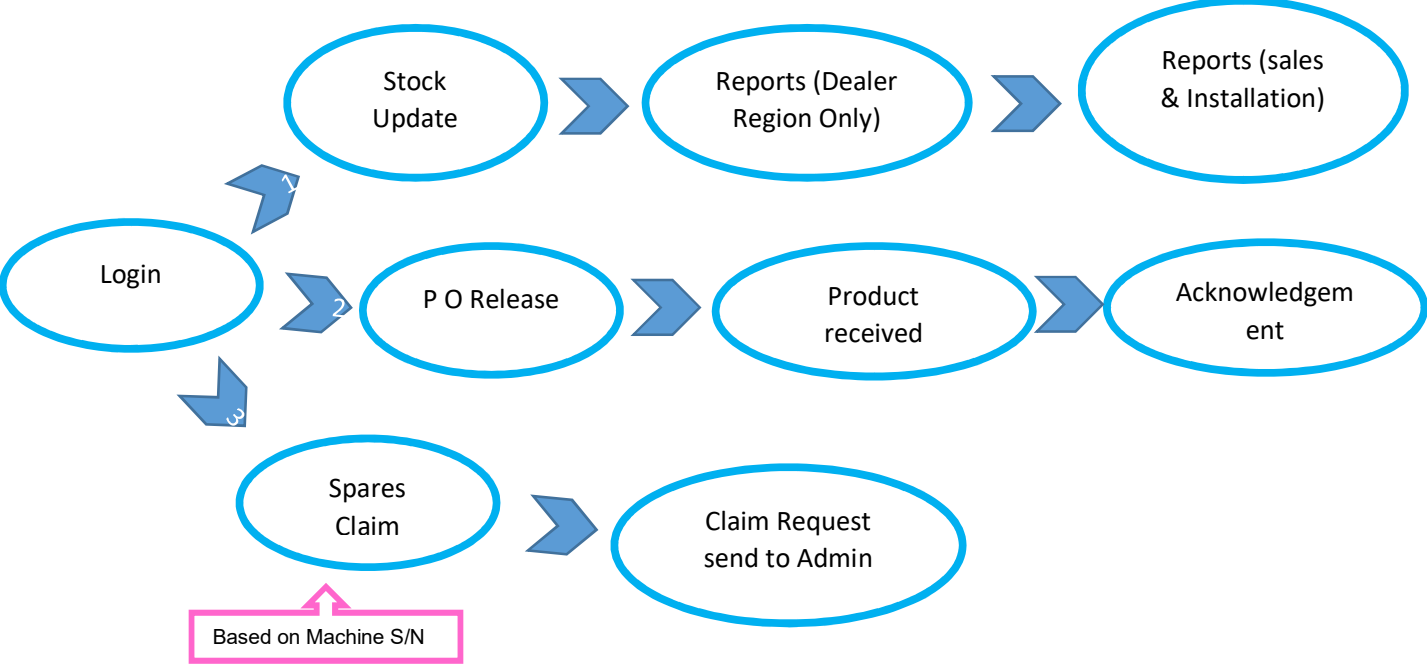


3.4.2 Customer/End User (Mobile Login)

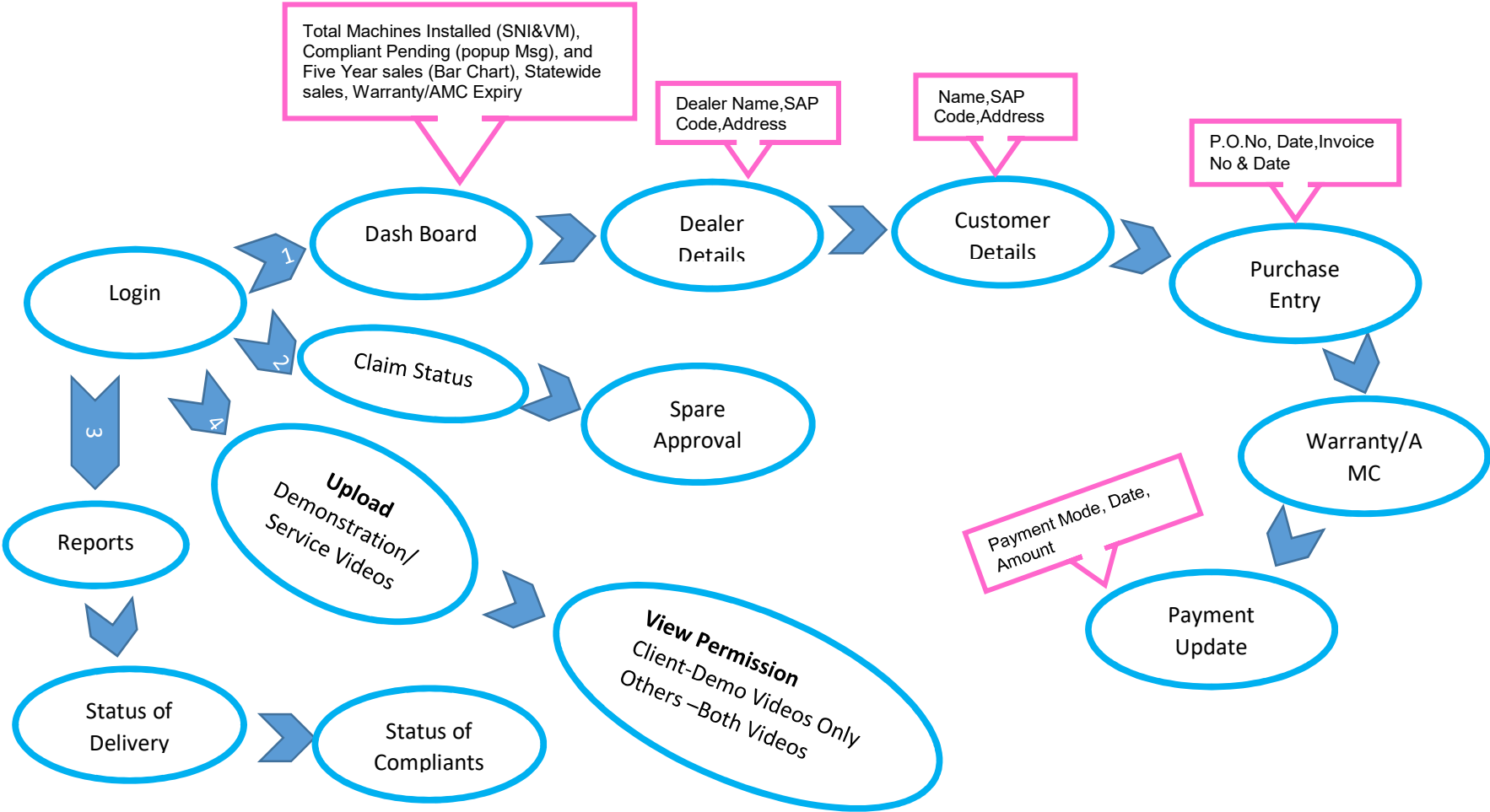




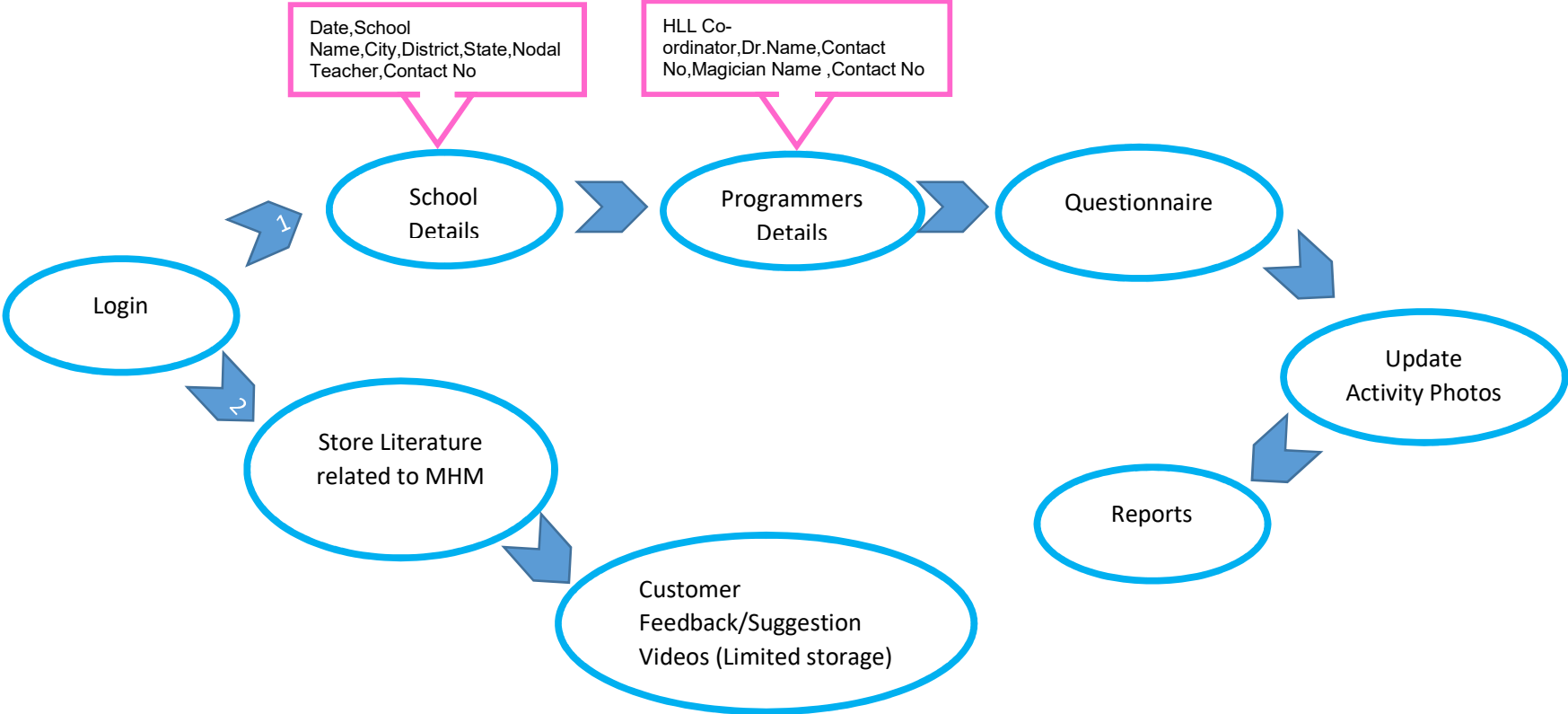
3.4.3 Dealer (Mobile/Web Login)



3.4.4 Admin (Web Login-Back End Support)



3.4.5 MHM- MIS (Mobile Login/Web Login)



### 3.5 .Roles and Reports

| Sl.No | Users        | Access              | Roles   | Reports   |
|-------|--------------|---------------------|---|---|
| 1     | MIS-HLL      | Web Login           | Admin<br>Data Updation, Modification, Deletion, Edit & View<br>i)Updation<br>a)Customers & Dealers Details<br>b)Purchase Order Details<br>c)Delivery Challan Details<br>d)Purchase/Service Invoice Details<br>e)Warranty/AMC Details<br>f)Payment (Customer/Dealer)<br>ii) Verify<br>a)Check Machine installation<br>b) Check Spare Claim against Machine S/N<br>c)Check Compliant Status           | a)Sales Report<br>b)Installation Reports<br>c)Stock Reports (Dealer Stocks)<br>d)Spare Claim Reports<br>e)Customer Complaint Report<br>f)Payment Reports<br>g)MHM Reports |
| 2     | Dealer       | Web Login/Mob Login | Updation<br>a)Machine Installation Details(Not enter by service team)<br>b)Stocks<br>c)Complaint  | View Reports only in Dealer Regions   |
| 3     | Service Team | Mob App Login       | Data Updation<br>i)Machine Details<br>a)Machine S/N<br>b)Dealer Name<br>c)Installation Date<br>d)Machine Type & Model No<br>e)Mac S/N Image<br>ii)Installation Location<br>a)State<br>b)District<br>c)City<br>d)Address<br>e)Postal Code<br>f)Door No<br>g)Building Name<br>h)Floor No<br>i)Flat No<br>j)Location Map Image<br>iii)End User Details<br>a)End user name,<br>b)Email &<br>c)Mobile No | i)Complaint Register Reports<br>ii) Spare Claim Reports   |

|   |                           |                     |  |   |
|---|---------------------------|---------------------|--|---|
| 4 | Customer(Govt Department) | Mob App Login       | a)Order Punch<br>b)Raise Complaint<br>c)Feedback   | a)Installations Reports<br>b)Compliant/Order Status Reports |
| 5 | End User                  | Mob App Login       | a)Order Punch<br>b)Raise Complaint<br>c)Feedback   | a)Installation<br>b)Complaint/Order Status                  |
| 6 | MHM Users                 | Web Login/Mob Login | Data updation<br>a)School Details,<br>b) Nodal Teacher Details<br>c) Programmers Details<br>d) Co-coordinator Details<br>e) Questionnaire<br>f) Activity Photos (6 Nos/Event)<br>g)Repository for storing literature | Report in Pdf format.<br>(Format Attached)                  |

### 3.6. Training

For the effective uses of the supplied software/application licenses & their functionalities, the selected vendor must compulsorily provide training for HLL officials.

Following training needs are to be provided by Vendor as part of the scope:

- (1) Content Management Training
- (2) Application Submission Training

### 3.7. Technical maintenance and AMC support

1. Minimum support period along with hosting is three years after HLL acceptance of deliverables.
2. The technical maintenance support will be for a period of one year after Go-Live.
3. Technical support entails fixing any technical problems in the hosted solution and changes to be incorporated in the running system.
4. The scope of technical support also includes rectification of errors within the already developed solution, server/database administration, patching, system upgrades and functional support to HLL users etc.
5. The AMC should start immediately after the completion of Technical maintenance support period.
6. AMC period will be for 2 years after completion of one year of technical support period.
7. The scope of AMC will be resolving day to day issues, executing new updates and executing small development/changes within the existing structure.
8. The response time for issues shall be within 2 hours and resolution time within 24 hours. Every 12 hours downtime will attract 0.25% Liquidated Damages.
9. The response time for issues shall be within 2 hours and resolution time within 24 hours. Every 12 hours downtime after stipulated resolution time will attract 0.25% of the charges to be paid for the respective quarter of Technical maintenance support/AMC as Liquidated Damages.

### 3.8. Project Duration

Total duration of the project is six (6) weeks and technical maintenance support/AMC for a period of 3 years post Go-Live. Project stages are as under.

| Stages           | Description                            | Period                          |
|------------------|--|---------------------------------|
| Stage 1          | Requirement gathering                  | One week from acceptance of P.O |
| Stage 2          | Software development                   | Three weeks after Stage 1       |
| Stage 3          | Hosting, Testing and security auditing | One week after Stage2           |
| Stage 4(Go Live) | Training & Mobile app publishing       | One week after Stage 3          |

## 4. Bid Information and Instructions to Bidders

### 4.1 Obtaining Tender Document

a) The Tender Document can be downloaded **free of cost** from the website of HLL, [www.lifecarehll.com](http://www.lifecarehll.com) and Central Public Procurement Portal ([www.eprocure.gov.in](http://www.eprocure.gov.in))

b) It may be noted that HLL will not be liable to incur any amount / expenses / charges / fee / traveling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses, regardless of the conduct or outcome of the Tendering process.

### 4.2 Bid Submission date and Bid Opening date

The bidding methodology shall be Single stage Two envelop system i.e. The Bidders shall submit their Technical and Price Bid same time in separate sealed envelopes in line with this Tender Document. No bids shall be accepted after the date and time mentioned above. Bidder Price Bids shall be opened only when required Technical documents are submitted and evaluation by the bidding Company.

### 4.3 Documents to be signed and submitted by Bidders

The documents required under the tender conditions for submission along with the tender are listed below. The bidders are advised to examine the various conditions and submit necessary documents accordingly. In case of non-submission of any of the desired information, bidder shall stand disqualified for opening of price bid.

### 4.4 Bid Validity Period

The Bidder shall submit the response to Tender Document which shall remain valid up to One hundred and eighty days (180) days from the date of opening of bids. HLL reserves the right to reject any response to Tender Document which does not meet the aforementioned validity requirement. HLL may solicit the bidders' consent to an extension of the validity period of the bid. The request and the response shall be made in writing.

#### **4.5 Selection of successful Bidder**

After Price Bid opening, Price Bids submitted by those Bidders shall be evaluated as per clause. The lowest evaluated bid shall be considered for Letter of Award for the execution of Contract.

#### **4.6 Earnest Money Deposit (EMD)**

i) The bidder shall be required to submit a sum of **Rs.20,000.00** (Rupees Twenty Thousand only) as Earnest Money Deposit (EMD) , for the due performance of stipulation for keeping the offer open till such date as might be specified in the tender. Bids not accompanied with earnest money deposit shall be summarily rejected. The EMD shall be submitted in the form of Demand Draft (DD) in favour of HLL LIFECARE LIMITED, THIRUVANANTHAPURAM. No other format of EMD will be accepted. Exemption of EMD is applicable as per the eligibility against submission of relevant document viz. NSIC certificate / Udyog Aadhaar Memorandum (UAM) number

ii) The EMD of the unsuccessful bidders shall be returned to them after issue of P.O to the successful bidder. But HLL will not be responsible for any loss or depreciation that may happen thereto while in its possession nor be liable to pay any interest thereon.

iii) In case it is found that, the bidder/s has furnished misleading/wrong or fraudulent information / documents or information furnished by them is not found to be true, the Earnest Money of the bidders will be forfeited.

iv) The EMD of successful bidder will be released after submission of Security Deposit.

v) In the case of successful bidder the EMD will be forfeited if the bidder fails to accept the P.O and provide the security deposit in the stipulated time

#### **4.7 Security Deposit (SD)**

The successful bidder shall furnish the Security Deposit equivalent to **10%** of the cost of Implementation/One time setup fee (inclusive of taxes) in the form of Bank Guarantee as per the format given by the Purchaser valid for the period of **40 months** issued by a Nationalized Bank. Security Deposit must be submitted within **15** days of the award of the Purchase Order. The Security Deposit is to protect the purchaser in case of any failure in contractual obligations by the supplier. The Security Deposit shall be released upon successful completion of Technical maintenance and AMC of total period 3 years from GO-LIVE subject to hassle free running of application. The purchaser reserves the right to revoke the Bank Guarantee as a whole or part in the case of breach of contractual obligations.

#### **4.8 Structure of Bid evaluation Process:**

Bidders have to submit both Technical bid and Price Bid together in response to this Tender Document in separate sealed envelopes. Both sealed envelopes shall be enclosed in the bigger envelope super scribing "Bid for Design, Development, Hosting and Maintenance of Mobile App for Sales & Services of Vending Business and MHM Program". Bids not accompanied with EMD will be summarily rejected.

#### **4.9 Price Bid**

The prices quoted in the Price Bid should be without any conditions. Any conditional bid shall be summarily rejected.

i) The Price Bid must be filled in completely, without any error, erasures or alterations as per the specified format given.

ii) The price bid shall be on a fixed price basis, inclusive of all taxes and duties. No price variation of any nature shall be entertained.

iii) The envelop consisting of Financial Offer shall be super scribed as “Price Bid”

iv) Prices quoted will be firm for the entire period of Contract.

v) Price Bid shall be quoted in INR.

vi) It is the responsibility of the Bidder to clearly identify all costs associated with any services as per the Tender Document and submit the total cost in the financial bid.

vii) The Price Bid should also include incidental charges and any customization charges, if any.

viii) The bidder shall ensure that there is no discrepancy in the rates mentioned in figures and words. In case of any discrepancy, the rate mentioned in the words shall be taken as final and binding.

ix) The bidder must fill and submit the rates as per instructions given above. If the bidder does not quote a price/rate for any item in Form of Bid, his tender may be summarily rejected. The bidder shall not make any addition or alteration in the tender documents. The requisite details should be filled in by the bidder wherever required in the documents. Incomplete tender or tender not submitted as per instructions is liable to be rejected.

#### **4.10 Non Transferable Bid**

Neither the contract nor any rights granted under the contract may be sold, leased/sublet, assigned, or otherwise transferred, in whole or in part, by the Bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect. The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract.

#### **4.11 Deviations**

The bidder should clearly read and understand all the terms and conditions, specifications, etc. mentioned in the original tender documents. No deviation shall be permitted and the bidder will be rejected if the specifications are not complied completely.



#### **4.12 Deadline for submission of bid**

The bid duly filled must be received by HLL at the address specified not later than the date and time mentioned in the "Bid Information". HLL will not be responsible for any postal delay. Bid received later than the deadline prescribed for submission of tender by HLL will be rejected.

#### **4.13. Withdrawal of bid**

No Tender can be withdrawn after submission and during Bid validity period. Submission of a bid by a bidder implies that he had read all the tender documents including amendments if any, visited the site and has made himself aware of the scope of Work to be done and other factors having any bearing on the execution of the Work.

#### **4.14 Sealing and marking of bids**

All completed tender documents shall be sealed in an envelope super-scribed with the name of the Bidder and the Tender Document Number as indicated in "Bid Information". In addition to the above, the envelope shall also contain the name and address of the bidder.

#### **4.15 Opening of the bid**

Bids will be opened at the address mentioned in "Bid Information" in presence of bidders or authorized representatives of bidders who wish to attend the opening of tenders.

Bidders or their authorized representatives who are present shall sign Attendance Sheet in evidence of their attendance.

Bidder's name, presence or absence of requisite documents, total cost of project quoted or any other details as HLL may consider appropriate will be announced at the time of bid opening.

If the bid opening date is declared as holiday for HLL, the bids will be opened in the next working day of HLL

#### **4.16 Clarification of the bid**

To assist the examination, evaluation and comparison of the Bids, HLL may at its discretion ask the bidders for any clarifications as considered essential. All such correspondence shall be in writing and no change in price or substance of the tender shall be sought or permitted. The above clarification for submission of the details shall form part of the tender and shall be binding on the bidder.

#### **4.17 Examination of the bids**

HLL shall determine whether each bid is of acceptable quality, is generally complete and is substantially responsive to the bidding documents. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions and specifications of the bidding documents without material deviations, objections, conditionally or reservation. If a bid is not substantially responsive, it shall be rejected by the HLL. In case of tenders containing any conditions or deviations or reservations about contents of tender document, HLL may ask for withdrawal of such conditions/deviations/reservations.

If the bidder does not withdraw such conditions/deviations/ reservations, the tender shall be treated as non-responsive. HLL's decision regarding responsiveness or non-responsiveness of a tender shall be final and binding.

#### **4.18 Canvassing**

No bidder is permitted to canvass to HLL on any matter relating to this tender. Any bidder found doing so may be disqualified and his bid may be rejected.

#### **4.19 Right to accept any bid or reject all bids**

HLL reserves the right to accept, split, divide, negotiate, cancel or reject any bid or to annul and reject all bids at any time prior to the award of the contract without incurring any liability to the affected bidders or any obligation to inform affected bidder, the grounds of such action. If the bidder, as individual or as a partner of partnership firm, expires after the submission of his bid but before award of services, the HLL shall deem such bid as invalid.

#### **4.20 Award of Contract**

HLL shall issue Purchase Order (P.O) to the successful bidder. Duly signed and stamped duplicate copy of P.O has to be returned by the selected bidder within 07 days of issue of P.O as token of acceptance in totality. This shall constitute a legal and binding contract between HLL and the selected bidder. The Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA) will be signed with the successful bidder after issuance of the Purchase Order (P.O)

#### **4.21 Method of Submission**

The response to Tender Document is to be in the following manner that one bigger sealed envelope addressed to HLL with Name & Address of the Bidder on the left hand side bottom shall contain two envelopes namely:-

i) **“Technical Envelope”** – Super scribed as Technical Bid Envelope containing DD towards EMD” at the top of the Envelope; and **“Name & Address of the Bidder”** on the left hand side bottom and shall contain:

- A. Covering Letter as per Format.
- B. EMD of ₹ 20,000/- (DD)
- C. Documents as mentioned in Clause No. 2.

ii) **“Financial Envelope”** - Super scribed as **“Price Bid in response to Tender Document \_\_\_\_\_** (Mention the Tender Document No)” at the top of the Envelope; and **“Name & Address of the Bidder”** on the left hand side bottom;

It shall be sealed and shall contain the financial bid as per the format.

The bigger envelop shall have the following Sticker

| <b>“Design, Development, Hosting and Maintenance of Mobile App for Sales &amp; Services of Vending Business and MHM Program”</b> |  |
|--|--|
| Tender Document Ref No.  |  |
| Last Date of Submission  |  |
| Date & Time of opening Technical & Price Bid   |  |
| Bid Submitted by   | <i>Enter Full Name &amp; Address of the Bidder</i>   |
| Authorised Signatory   |  |
| Bid Submitted to   | Deputy Vice President (Marketing),<br>HLL Lifecare Limited,<br>HLL Bhavan,<br>Poojappura Thiruvananthapuram -695012. |

#### **4.22 Clarifications/Enquires/ Amendments**

- (i) Clarifications if any, on Bid Document may be sought at [dhruvanr@lifecarehll.com](mailto:dhruvanr@lifecarehll.com) within 10 days of the date of floating the tender.
- (ii) Amendment/s if any will be uploaded in the website of HLL for information of all concerned i.e. [www.lifecarehll.com](http://www.lifecarehll.com). All are requested to remain updated with the website. No separate reply/intimation will be given for the above, elsewhere.
- (iii) No post bid clarification from the bidder will be entertained

#### **4.23 Right of HLL to reject a Bid**

HLL reserves the right to reject any or all of the responses to Tender Document or cancel the Tender Document without assigning any reasons whatsoever and without any liability.

#### **4.24 Cancellation of Contract**

The HLL reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the HLL on the following circumstances:

- i) The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
- ii) The bidder goes into liquidation voluntarily or otherwise
- iii) The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.
- iv) If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.

v) After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the HLL reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the HLL may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

vi) HLL reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order.

#### **4.25 Important notes and instructions to Bidders**

a. Wherever information has been sought in specified formats, the Bidders shall fill in the details as per the prescribed formats and shall refrain from any deviations and referring to any other document for providing any information required in the prescribed format.

b. If the Bidder conceals any material information or makes a wrong statement or misrepresents facts or makes a misleading statement in its response to Tender Document, in any manner whatsoever, HLL reserves the right to reject such response to Tender Document and/or cancel the Letter of Award, if issued and the EMD/PBG provided up to that stage shall be en-cashed. Bidder shall be solely responsible for disqualification based on their declaration in the submission of response to Tender Document.

c. Response submitted by the Bidder shall become the property of the HLL and the HLL shall have no obligation to return the same to the Bidder. However, the EMDs submitted by unsuccessful Bidders shall be returned.

d. All pages of the response to Tender Document submitted must be signed and stamped by the authorized person on behalf of the Bidder.

e. The bidder must obtain for itself on its own responsibility and its own cost all the information including risks, contingencies & other circumstances in execution of the Contract. It shall also carefully read and understand all its obligations & liabilities given in tender documents.

f. HLL may at its discretion extend the deadline for submission of the bids at any time before the time of submission of the bids

g. Court of Thiruvananthapuram shall have exclusive jurisdiction in all matters pertaining to this Tender.

h. HLL shall be under no obligation to accept the lowest or any other offer, including those received late or incomplete offers, without assigning any reason whatsoever.

i. HLL will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

## 5. Bid evaluation

The bids, which are determined as substantially responsive, shall be evaluated by the HLL for Technical compliance and then price aspects.

### Technical Bid Evaluation

The bidders' technical proposal will be evaluated as per the requirements specified in the Tender and adopting the following evaluation criteria

| Sl.No | Evaluation Criteria  | Total Marks |
|-------|--|-------------|
| 1     | Bidders Experience   | 30          |
| 2     | <b>Technical Presentation</b>                                  |             |
|       | Understanding and Compliance with requirements and scalability | 30          |
|       | Design templates and Proof of concept (POC)                    | 40          |
|       | Total  | 100         |

### Bidder Experience

| SI No | Evaluation Criteria  | Criteria and Documents to be submitted   | Maximum Marks |
|-------|--|--|---------------|
| 1     | The Bidder must have experience of developing mobile application for a minimum period of 2 years as on 01 <sup>st</sup> July 2020.               | Self-attested Work order issued and completion certificate or proof of go-live for the first year fulfilling the desired work to be submitted.<br>Experience of 2 years – 5 Marks<br>Experience of 3 years – 10 Marks<br>Experience > 3 years – 15 Marks | 15            |
| 2     | The Bidder must have core competency in Mobile Application Development, Mobile Solutions, Application & Product Development/Enterprise Solutions | Affidavits containing details of minimum 3 relevant LOA's/ Work Order/Agreements and completion certificate issued to the bidder or proof of go-live for each competency to be submitted along   | 15            |

|  |  |   |  |
|--|--|---|--|
|  |  | <p>with the bid.</p> <p>Experience of 3 LOA's/<br/>Work<br/>Order/Agreements and<br/>completion certificate<br/>– 5 marks</p> <p>Experience of 5 LOA's/<br/>Work<br/>Order/Agreements and<br/>completion certificate<br/>– 10 marks</p> <p>Experience &gt; 5 LOA's/<br/>Work<br/>Order/Agreements and<br/>completion certificate<br/>– 15 marks</p> |  |
|--|--|---|--|

**Technical Presentation**

| <b>SI</b> | <b>Evaluation Criteria</b>  | <b>Criteria</b>  | <b>Maximum Marks</b> |
|-----------|---|--|----------------------|
| <b>1</b>  | <b>Understanding and Compliance with requirements and scalability</b> | The proposal should address each work area in sufficient detail to demonstrate a clear understanding of statement of work, including operations and maintenance. The bidder should provide evidence of sufficient planning to show that work will be accomplished as required and on schedule, utilizing all available resources with timeline. Specifically, from the bidder will be evaluated on whether it addresses each requirement and goal set forth in the scope of work in the tender document. | <b>30</b>            |
| <b>2</b>  | <b>Design templates and Proof of concept (POC)</b>                    | The design templates presented by the bidder POC should demonstrate compliance with the scope of works mentioned in the tender and also demonstrate extra capabilities. During the POC presentation, one technical person from the vendor organization should be present to answer queries and to demonstrate various capabilities.  | <b>40</b>            |

The bidders who get minimum **70** (Seventy) marks in technical bid evaluation will only be qualified and considered for price bid opening.

### **Price Bid Evaluation:**

Bidders qualified on Technical evaluation as per the documents in line with Clause 2 and who have qualified in the technical evaluation (Minimum 70 marks) shall be eligible of price bid opening. Representative of bidders desirous of attending the bid opening may join the same at scheduled date and time at HLL office.

The HLL reserves the right to negotiate the offer submitted by the bidder to withdraw certain conditions or to bring down the rates to a reasonable level. The bidder must note that during negotiations of rates of items can only be reduced and not increased by the bidder. In case the bidder introduces any new condition or increases rates of any item, his negotiated offer is liable to be rejected and the original offer shall remain valid and binding on him.

Purchase Order will be awarded to the Bidder, whose total contract price mentioned in PRICE BID as per Format - 2 has been determined to be lowest evaluated after evaluating the Commercial offers.

Contract may be awarded, even if only one bidder qualifies for price bid opening. However, HLL reserves the right to take appropriate decisions in such case and shall not be binding on the HLL to award the contract.

## **6. Payment Terms**

**6.1 70%** of total payment of implementation charges shall be made on completion of entire scope of work as mentioned in the proposal document.

**6.2 Balance 30%** of payment of implementation charges shall be made 90 days after Go-Live subject to hassle free running of application.

**6.3.** Payment will be released against the submission of GST invoice (Three Copies) and work completion document duly signed by HLL officials.

**6.4.** Payment towards technical maintenance support, AMC and Hosting Services support will be paid on quarterly basis at the end of each quarter on submission of invoices and supporting documents (Uptime report/Service report of the respective quarter).

## **7. Liquidated Damages**

**7.1.** If the vendor fails to complete in full, all delivery and implementation according to the project schedule, HLL reserves the right to recover penalty @ 0.5% of the contract value for each complete week or part thereof, for delay up to a maximum of 5% of value of Letter of Award. Thereafter, HLL will have the right to terminate the contract in case of delay beyond 10 weeks and would have the option to execute the project from market at vendor's risk and cost.

**7.2.** Failure to maintain hosting uptime less than 99.5% may lead to application of LD. The failure to maintain uptime for every 1% decrease in uptime from 99.5% may lead to deduction of quarterly payment @ 0.5% and uptime below 90% may lead to deduction of quarterly payment @100%.

## **8. GENERAL CONDITIONS OF CONTRACT (GCC)**

### **8.1. Application**

These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

### **8.2. Language of Bid**

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and HLL, shall be written in English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English language duly certified by the bidder, in which case, for purposes of interpretation of the Bid, the translation shall govern.

### **8.3. Delivery**

Delivery of the Works shall be made by the Successful Bidder in accordance with the requirement raised by HLL.

### **8.4. Payment**

**8.4.1.** The Successful Bidder's request(s) for payment shall be made to HLL in writing, accompanied by a invoice describing, as appropriate, and upon fulfillment of other obligations stipulated in the contract and certified by the user department.

**8.4.2.** Payment will be based on the rates quoted by the Successful Bidder in his price bid.

**8.4.3.** Payment shall be made in Indian Rupees.

**8.4.4.** In the event of excess release of funds to Successful Bidder, HLL shall demand and recover from Successful Bidder such excess disbursements and Successful Bidder would be liable to refund the excess disbursements within a period of 10 days of ascertainment of final amount.

**8.4.5.** Income Tax & any other taxes as applicable shall be deducted at source from all the payments made to the Successful Bidder.

### **8.5. Prices**

Price mentioned in the shall be firm and not subject to escalations till the execution of the complete order and its subsequent amendments accepted by the Successful Bidder.



## **8.6. Assignment**

The Successful Bidder shall not assign, in whole or in part, its obligations to perform under the Contract, except with HLL's prior written consent.

## **8.7. Force Majeure**

**8.7.1.** Notwithstanding the provisions of tender, the Successful Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

**8.7.2.** For purpose of this clause, "Force majeure" means an event beyond the control of the Successful Bidder and not involving the Successful Bidder's fault or negligence and not foreseeable, either in its sovereign or contractual capacity. Such events may include but are not restricted to Acts of God, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes etc. Whether a "Force majeure" situation exists or not, shall be decided by HLL and its decision shall be final and binding on the Successful Bidder and all other concerned.

**8.7.3.** In the event that the Successful Bidder is not able to perform his obligations under this contract on account of force majeure, he will be relieved of his obligations during the force majeure period. In the event that such force majeure extends beyond six months, HLL has the right to terminate the contract.

**8.7.4.** If a force majeure situation arises, the Successful Bidder shall notify HLL in writing promptly, not later than 14 days from the date such situation arises. The Successful Bidder shall notify HLL not later than 3 days of cessation of force majeure conditions. After examining the cases, HLL shall decide and grant suitable additional time for the completion of the Work, if required.

## **8.8. Termination for Convenience**

HLL, by written notice sent to the Successful Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for HLL's convenience, the extent to which performance of the Successful Bidder under the Contract is terminated, and the date upon which such termination becomes effective.

## **8.9. Successful Bidder's Obligations:**

**8.9.1.** The Successful Bidder is obliged to work closely with HLL's staff, act within its own authority and abide by directives issued by HLL. The Successful Bidder will abide by the statutory norms/Govt. rules prevalent in India and will free HLL from all demands or responsibilities the cause of which is the Successful Bidder's negligence. The Successful Bidder

will pay all indemnities arising from such incidents and will not hold HLL responsible or obligated.

**8.9.2.** The Successful Bidder will treat as confidential all data and information about HLL, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of HLL.

#### **8.10. Indemnification & Transfer of legal ownership**

Successful bidder shall indemnify HLL for any software Patent/IPR related issue and it is the responsibility of Successful bidder to transfer the legal ownership or patent rights/IPR to HLL on completion of assigned Work.

#### **8.11 Governing laws and Disputes**

All disputes or differences whatsoever arising between the parties out of or in relation to the meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/ Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of the courts in Kerala. The venue of the Arbitration shall be in Kerala only.

#### **8.12. Applicable Law**

The Contract shall be interpreted in accordance with the laws of the Union of India.

#### **8.13. Notices**

**8.13.1.** Any notice given by one party to the other pursuant to this Contract shall be sent to other party in writing or by email and confirmed in writing to the other Party's address specified in Bid.

**8.13.2.** A notice shall be effective when delivered or on the notice's effective date, whichever is later.

#### **8.14. Taxes and Duties**

Except as otherwise specifically provided in the Contract, the Successful Bidder shall bear & pay all taxes, duties, levies and charges including service tax if applicable in connection with the completion of the contract. Any taxes & duties shall be to the Successful Bidder's account and no separate claim in this regard will be entertained by HLL.

### **8.15. Successful Bidder Liability**

Successful Bidder hereby accepts full responsibility and indemnifies HLL and shall hold HLL harmless from all acts of omissions and commissions on the part of the Successful Bidder, his agents, his sub contactors and employees in execution of the work. The Successful Bidder also agrees to defend and hereby undertakes to indemnify HLL and also hold him harmless from any and all claims arising out of or in connection with the performance of the work under the Letter of Award.

### **8.16. Intellectual Property Rights**

The entire software developed under this contract shall be property item of HLL and it will not under any circumstance be commercially distributed or exploited by the Successful Bidder in direct or modified form.

### **8.17. Source Code**

The vendor shall provide the source code of the application to HLL at the time of GO-LIVE and data as and when required by HLL. The vendor shall provide entire source code and data in case of migration to different vendor. The vendor shall provide complete support in knowledge transfer as and when required by HLL. The successful bidder will be required to sign NDA with HLL

### **8.18 Update**

Every update or patches in App/Software should have consent from HLL. The Supplier shall be able to do extra update/development as per the requirement from HLL. The extra cost shall be borne by HLL as per mutual agreement.

**Annexure-1**

**Covering Letter**

**(The covering letter should be on the Letter Head of the Bidding Company)**

Date: \_\_\_\_\_

Reference No: \_\_\_\_\_

From: \_\_\_\_\_ (Insert name and address of Bidding Company)

Tel.:

E-mail address:

To  
**Deputy Vice President (Marketing),  
HLL Lifecare Limited,  
Corporate and Regd Office,  
HLL Bhavan,  
Poojappura  
Thiruvananthapuram-695012.**

Sub: Response to Tender Document No-----dated ----- for Design, Development, Hosting and Maintenance of Mobile App for Sales & Services of Vending Business and MHM Program.

Dear Sir,

We, the undersigned ..... [*Bidder Name*] having read, examined and understood in detail the Tender Document hereby submit our response to Tender Document. We confirm that in response to the aforesaid Tender Document, we including have not submitted more than one response to Tender Document including this response to Tender Document. We are submitting application for the Design, Development, Hosting and Maintenance of Mobile App for Sales & Services of Vending Business and MHM Program

1. We give our unconditional acceptance to the Tender Document, dated ..... [*Insert date in dd/mm/yyyy*], issued by HLL. In token of our acceptance to the Tender Document, the same have been initialed by us and enclosed with the response to Tender Document.

2. We have enclosed EMD of Rs..... (Insert Amount), in the form of DD..... [*Insert DD number*] dated ..... [*Insert date of DD*].

3. We hereby unconditionally and irrevocably agree and accept that the decision made by HLL in respect of any matter regarding or arising out of the Tender Document shall be binding on us.

We hereby expressly waive and withdraw any deviations and all claims in respect of this process.

4. We are enclosing herewith our response to the Tender Document with formats duly signed as desired by you in the Tender Document for your consideration.

5. It is confirmed that our response to the Tender Document is consistent with all the requirements of submission as stated in the Tender Document and subsequent communications from HLL.

6. The information submitted in our response to the Tender Document is correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our response to the Tender Document.

7. We confirm that all the terms and conditions of our Bid are valid up to \_\_\_\_\_ (*Insert date in dd/mm/yyyy*) for acceptance (i.e. a period of ninety (90) days from the last date of submission of response to Tender Document).

8. We have neither made any statement nor provided any information in this Bid, which to the best of our knowledge is materially inaccurate or misleading. Further, all the confirmations, declarations and representations made in our Bid are true and accurate. In case this is found to be incorrect after our selection as Successful Bidder, we agree that the same would be treated as a Seller's event of default.

Dated the \_\_\_\_\_ day of \_\_\_\_\_, 20...

Thanking you,  
Yours faithfully,

(Authorised Signatory)

**Annexure- 2**

**PRICE BID**

**Covering Letter  
(On Bidder's letter head)**

[Date and Reference]

To,  
Deputy Vice President (Marketing),  
HLL Lifecare Limited,  
Corporate and Regd Office,  
HLL Bhavan,  
Poojappura  
Thiruvananthapuram-695012.

**Sub: Response to Tender Document for Design, Development, Hosting and Maintenance of Mobile App for Sales & Services of Vending Business and MHM Program Tender Document No.....**

Dear Sir,

I/ We, \_\_\_\_\_ (Applicant's name) enclose herewith the Financial Proposal for selection of my / our company for Design, Development, Hosting and Maintenance of Mobile App for Sales & Services of Vending Business and MHM Program

I/ We agree that this offer shall remain valid for a period of 180 (One Hundred and eighty) days from the due date of submission of the response to Tender Document such further period as may be mutually agreed upon.

Yours faithfully,

(Signature, name and designation of the Authorized Signatory)

Note: The Financial Proposal is to be submitted strictly as per forms given in the Tender Document.

**Annexure- 2A**

**PRICE BID FORMAT**

**Sub: Response to Tender Document No----- Dated-----for Design, Development, Hosting and Maintenance of Mobile App for Sales & Services of Vending Business and MHM Program**

| <b>Sl.No</b>                | <b>Description</b>  | <b>Amount in INR<br/>(in Figure)</b> | <b>Amount in INR<br/>(in Word)</b> |
|-----------------------------|---|--------------------------------------|------------------------------------|
| 1                           | Implementation/One time setup charges   |                                      |                                    |
| 2                           | Technical Maintenance support for One year after GO-Live  |                                      |                                    |
| 3                           | AMC for 2 <sup>nd</sup> and 3 <sup>rd</sup> Year after completion of Technical Maintenance support period |                                      |                                    |
| 4                           | Hosting Charges (per annum)   |                                      |                                    |
|                             | Taxes (GST)   |                                      |                                    |
| <b>Total Contract Price</b> |   |                                      |                                    |

**Note :**

1. Total contract price shall be considered for purpose of evaluation, award, and LD computation.
2. Total contract price will be inclusive of all user license fee, if any. The minimum user license required may be 50000.
3. Total cost shall be quoted as a fixed amount in Indian Rupees only. Conditional proposal shall be summarily rejected.
4. In the event of any discrepancy between the values entered in figures and in words, the values entered in words shall be considered.
5. The values (both in figures and words) should be clear and there should be no overwriting. In case of the overwriting, HLL reserves the right to take decision accordingly.
6. The scope of AMC will be resolving day to day issues, executing new updates and executing small development/changes within the existing structure.

Authorized Signatory  
Name  
Designation  
Date  
Name of the Company

### Annexure 3

#### SELF-DECLARATION – NON BLACKLISTING

To,  
Deputy Vice President (Marketing),  
HLL Lifecare Limited,  
Corporate and Regd Office,  
HLL Bhavan,  
Poojappura  
Thiruvananthapuram-695012.

Sir,

I/We hereby declare that presently our Company/Service provider \_\_\_\_\_ is having unblemished record. The Bidder and any of its related entities in India are neither blacklisted/debarred by any PSU or Any Regulatory Body/Authority in India or Government of India/ State Government or any of its agencies for any reasons whatsoever for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our EMD may be forfeited in full and the tender if any, to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place: